

## Building stronger governance

Our effectiveness review has recommended that we strengthen the governance relationships between the Customer Scrutiny Panel (CUSP), Senior Leadership Team (SLT) and the Board.

## We have 3 shared objectives

- 1) Working in partnership, with an equal voice
- 2) Influencing through scrutiny, to build transparency
- 3) Delivering the changes that matter, to drive accountability

## Our co-designed a model is built with 5 agreed principles

<b>1. Respecting the time commitments of the CUSP and its workplan</b>	<ul style="list-style-type: none"> <li>➤ The CUSP will meet 6-weekly to deliver its scrutiny workplan, but this will be kept under review</li> <li>➤ Twice yearly the CUSP will attend Board to discuss scrutiny activity and recommendations</li> <li>➤ Twice yearly the Board/SLT will attend CUSP to discuss scrutiny activity and recommendations</li> </ul> <table border="1" data-bbox="689 774 1632 903"> <tr> <td>CUSP meeting</td> <td>8 times a year</td> </tr> <tr> <td>CUSP at Board</td> <td>2 times a year</td> </tr> <tr> <td>Board / SLT at CUSP</td> <td>2 times a year</td> </tr> </table> <ul style="list-style-type: none"> <li>➤ Following the completion of any scrutiny activity, a member of the SLT will meet with CUSP to review findings and provide management comments prior to being received by the Board</li> </ul>	CUSP meeting	8 times a year	CUSP at Board	2 times a year	Board / SLT at CUSP	2 times a year
CUSP meeting	8 times a year						
CUSP at Board	2 times a year						
Board / SLT at CUSP	2 times a year						
<b>2. Meeting in each other's space</b>	<ul style="list-style-type: none"> <li>➤ The CUSP, SLT and Board will be flexible in attending meetings in each other's space, and this will be kept under review.</li> </ul>						
<b>3. Closing the feedback loop</b>	<ul style="list-style-type: none"> <li>➤ Through all engagement between CUSP, SLT and Board we will consider new and open recommendations to monitor progress and provide assurance that they are being acted upon</li> </ul>						
<b>4. Providing the CUSP direct and unrestricted access to the Board</b>	<ul style="list-style-type: none"> <li>➤ The CUSP will have a direct line to the Board to build accountability and transparency</li> </ul>						
<b>5. Allowing the CUSP the freedom to set scrutiny priorities</b>	<ul style="list-style-type: none"> <li>➤ The CUSP will agree the priorities and themes for scrutiny</li> <li>➤ The CUSP will develop its workplan to reflect the experience of the wider customer population, including discussing insights from Tenant Satisfaction Measures (TSMs) and other sources.</li> </ul>						

Our co-designed a model illustrates how the CUSP, SLT and Board will interact

